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APPLICATION NO.	FILING DATE	FIRST NAMED INVENTOR	ATTORNEY DOCKET NO.	CONFIRMATION NO.
10/018,959	04/26/2002	Yong-Scok Jcong	08015.0006	6058
22852	7590	10/29/2007	EXAMINER	
FINNEGAN, HENDERSON, FARABOW, GARRETT & DUNNER LLP 901 NEW YORK AVENUE, NW WASHINGTON, DC 20001-4413			MUSSELMAN, TIMOTHY A	
ART UNIT		PAPER NUMBER		3714
MAIL DATE		DELIVERY MODE		10/29/2007 PAPER

Please find below and/or attached an Office communication concerning this application or proceeding.

The time period for reply, if any, is set in the attached communication.

Office Action Summary	Application No.	Applicant(s)	
	10/018,959	JEONG, YONG-SEOK	
	Examiner	Art Unit	
	Timothy Musselman	3714	

-- The MAILING DATE of this communication appears on the cover sheet with the correspondence address --

Period for Reply

A SHORTENED STATUTORY PERIOD FOR REPLY IS SET TO EXPIRE 3 MONTH(S) OR THIRTY (30) DAYS, WHICHEVER IS LONGER, FROM THE MAILING DATE OF THIS COMMUNICATION.

- Extensions of time may be available under the provisions of 37 CFR 1.136(a). In no event, however, may a reply be timely filed after SIX (6) MONTHS from the mailing date of this communication.
- If NO period for reply is specified above, the maximum statutory period will apply and will expire SIX (6) MONTHS from the mailing date of this communication.
- Failure to reply within the set or extended period for reply will, by statute, cause the application to become ABANDONED (35 U.S.C. § 133). Any reply received by the Office later than three months after the mailing date of this communication, even if timely filed, may reduce any earned patent term adjustment. See 37 CFR 1.704(b).

Status

- 1) Responsive to communication(s) filed on 07 August 2007.
- 2a) This action is FINAL. 2b) This action is non-final.
- 3) Since this application is in condition for allowance except for formal matters, prosecution as to the merits is closed in accordance with the practice under *Ex parte Quayle*, 1935 C.D. 11, 453 O.G. 213.

Disposition of Claims

- 4) Claim(s) 1-34, 36 and 37 is/are pending in the application.
- 4a) Of the above claim(s) _____ is/are withdrawn from consideration.
- 5) Claim(s) _____ is/are allowed.
- 6) Claim(s) 1-34, 36 and 37 is/are rejected.
- 7) Claim(s) _____ is/are objected to.
- 8) Claim(s) _____ are subject to restriction and/or election requirement.

Application Papers

- 9) The specification is objected to by the Examiner.
- 10) The drawing(s) filed on _____ is/are: a) accepted or b) objected to by the Examiner.
Applicant may not request that any objection to the drawing(s) be held in abeyance. See 37 CFR 1.85(a).
Replacement drawing sheet(s) including the correction is required if the drawing(s) is objected to. See 37 CFR 1.121(d).
- 11) The oath or declaration is objected to by the Examiner. Note the attached Office Action or form PTO-152.

Priority under 35 U.S.C. § 119

- 12) Acknowledgment is made of a claim for foreign priority under 35 U.S.C. § 119(a)-(d) or (f).
a) All b) Some * c) None of:
 1. Certified copies of the priority documents have been received.
 2. Certified copies of the priority documents have been received in Application No. _____.
 3. Copies of the certified copies of the priority documents have been received in this National Stage application from the International Bureau (PCT Rule 17.2(a)).

* See the attached detailed Office action for a list of the certified copies not received.

Attachment(s)

1) <input type="checkbox"/> Notice of References Cited (PTO-892)	4) <input type="checkbox"/> Interview Summary (PTO-413)
2) <input type="checkbox"/> Notice of Draftsperson's Patent Drawing Review (PTO-948)	Paper No(s)/Mail Date. _____
3) <input type="checkbox"/> Information Disclosure Statement(s) (PTO/SB/08)	5) <input type="checkbox"/> Notice of Informal Patent Application
Paper No(s)/Mail Date _____	6) <input type="checkbox"/> Other: _____

DETAILED ACTION

Status of Claims

In response to the correspondence received 8/7/2007, claims 1-34 and 36-37 are pending in this case.

Claim 35 has been cancelled.

Claim Rejections - 35 USC § 102

The following is a quotation of the relevant portion of 35 U.S.C. 102 that forms the basis for the rejections made in this section of the office action;

- (e) the invention was described in — (1) an application for patent, published under section 122(b), by another filed in the United States before the invention by the applicant for patent.

Claim 1, 3-4, 7, 9, 11-12, 15, 17, 19-20, 23, 25-34, and 36-37 are rejected under 35 U.S.C. 102(e) as being anticipated by Galdes et al. (US 6,177,932).

Regarding claims 1 and 9, Galdes broadly discloses a network and methods for providing network based customer service (i.e. counseling). See col. 1: 54-67. Galdes further discloses receiving a query from a user containing information pertaining to counseling data retrieval. See col. 1: 55-60, wherein the menu interface is described, and col. 4: 54-64, wherein it is disclosed that the query contains counseling data retrieval information (i.e. a question and customer history data). Galdes further discloses the creation of a counseling room in which the user and counselor interact from their respective computers. See col. 8: 64 – col. 9: 3. Regarding the generation of an identification code based on the category of the query, applicant is directed to col. 8: 55-58. Note in this citation that the help request is directed to an appropriate counselor based on the counselors level of knowledge *in the area of the help request*. Although there is no explicit reference to an ID code, the category data is clearly encoded in the help

request in some fashion or else it would not be possible to direct the help request to appropriate counselors *based on the area of the help request*. Note this citation also discloses the selection of one of many counselors based on the ID code (i.e. query contents information) of the help request.

Regarding claim 17, all of the features have already been described above with reference to claims 1 and 9, with the exception of the limitation wherein the ID code contains information regarding the location of the querying party. However, this feature is described by Galdes in col. 3: 36-47. Note that the web-tracks of the customer include the past web *locations* of the customer.

Regarding claim 3, 11, and 19, Galdes further discloses wherein the service providing server's information is a domain name (a list of websites would necessarily include domain names in either text or numerical form). See col. 3: 36-47. Regarding the term *service providing server*, note in fig. 2 that the server the customer is attached to (label 210) is different from the server that the counselor is attached to (label 220), and in fact that the system is split among multiple servers. Therefore, the label *service providing server*, could reasonably be applied to the server which the customer is attached to when they are seeking help. Note also in col. 4: 54-56 that the help requests are received on a server independent of the requesting server.

Regarding claims 4, 12, and 20, Galdes further discloses wherein said query-contents identification is a category that said query belongs to among a plurality of query contents categories. See col. 5: 54-61. Note that searching through a tree (for the query) implies multiple categories. Note also that in the language of computers, all text is actually identified by ascii character designators, which are numerical.

Regarding claim 7, 15, and 23, Galdes further discloses wherein the counseling room is a real time chat room. See col. 3: 24-29.

Regarding claims 25-30, see the rejections of claims 1 and 3 above.

Regarding claim 31, 34, and 37, all of the features are rejected as described with respect to claim 1 above, including the inclusion of web-tracks in the identity. Galdes further discloses wherein basic information includes general examples of counseling related to the webpage of the user. See col. 5: 54-60.

Regarding claims 32-33, see the rejections of claim 3 above.

Regarding claim 36, Galdes further discloses wherein the chatting can occur via text, video, or voice. See col. 3: 24-39.

Claim Rejections - 35 USC § 103

The following is a quotation of the relevant portion of 35 U.S.C. 103 that forms the basis for the rejections made in this section of the office action;

(a) A patent may not be obtained though the invention is not identically disclosed or described as set forth in section 102 of this title, if the differences between the subject matter sought to be patented and the prior art are such that the subject matter as a whole would have been obvious at the time the invention was made to a person having ordinary skill in the art to which said subject matter pertains.

Claims 2, 5-6, 8, 10, 13-14, 16, 18, 21-22, and 24 are rejected under 35 U.S.C. 103(a) as being unpatentable over Galdes et al. (US 6,177,932) in view of Szlam et al. (US 5,594,791).

Regarding claims 2, 10, and 18, Galdes discloses wherein the identification contains any information that improves the interaction between the customer and the system (col. 4: 54-64), but fails to teach wherein the identification explicitly includes language information. However, Szlam discloses a method and system for matching customers seeking help with appropriate agents, wherein language is a factor in

matching the best agent. See col. 7: 26-44. In light of this teaching of Szlam, it would have been obvious to one of ordinary skill in the art at the time of the invention to utilize language as a parameter in the identification code of Galdes, so as to allow for effective communication between the parties. Additionally, note that since the language would be chosen in the query process, the correspondence of the language to the query would be automatic.

Regarding claim 5, 13, and 21, Galdes further discloses wherein the user's location information can comprise the user's connection control information (i.e. email address). See col. 3: 36-47.

Regarding claims 6, 14, and 22, Galdes further discloses wherein said step of determining a counselor using said identification code is the step of determining a counselor using the query-contents identification (col. 4: 54-64), but fails to teach wherein said identification includes language information. However, this is an obvious variation of Galdes in view of Szlam for the identical reasons and motivations set forth with respect to claims 2, 10, and 18 above.

Regarding claims 8, 16, and 24, Galdes discloses wherein said counseling room is a chat room, where said chat room corresponds with said query. See col. 3: 24-29 and col. 4: 54-64. Galdes fails to teach of providing advertisement in the chat room. However, Szlam teaches of providing advertisements within a customer service setting. It would have been obvious to one of ordinary skill in the art at the time of the invention to incorporate the advertisements of Szlam into the system of Galdes, in order to provide additional revenue to recover operating costs.

Response to Arguments

Applicants arguments dated 8/7/2007 have been fully considered, but they are not persuasive. Applicant claims that Galdes does not discloses the selection of a counselor by use of a query contents ID. However, Galdes does disclose the selection of a counselor based on the query contents, as described in at least col. 4: 54-64, and col. 8: 55-57. So at this point it becomes a matter of what one considers an ID

code, and examiner considers the compiling of case related data to be analogous to an ID code, since it is encoded data comprising the same data fields applicant claims, and applicant has claimed no encoding format specifics regarding the instant invention to distinguish beyond this point. Applicant's arguments pertaining to additional features of the Galdes reference not present in applicant's invention are not relevant to this discussion. The anticipating reference need not be limited only to limitations which applicant claims. The further discussion of applicant's invention provided in the remarks, while enlightening, do not pertain to explicit claimed matter and will not be addressed.

Conclusion

THIS ACTION IS MADE FINAL. Applicant is reminded of the extension of time policy as set forth in 37 CFR 1.136(a).

A shortened statutory period for reply to this final action is set to expire THREE MONTHS from the mailing date of this action. In the event a first reply is filed within TWO MONTHS of the mailing date of this final action and the advisory action is not mailed until after the end of the THREE-MONTH shortened statutory period, then the shortened statutory period will expire on the date the advisory action is mailed, and any extension fee pursuant to 37 CFR 1.136(a) will be calculated from the mailing date of the advisory action. In no event, however, will the statutory period for reply expire later than SIX MONTHS from the mailing date of this final action.

Any inquiry concerning this communication or earlier communications from the examiner should be directed to Timothy Musselman whose telephone number is (571)272-1814. The examiner can normally be reached on Mon-Thu 6:00AM - 4:30PM.

If attempts to reach the examiner by telephone are unsuccessful, the examiner's supervisor, Robert Pezzuto can be reached on (571)272-6996. The fax phone number for the organization where this application or proceeding is assigned is 571-273-8300.

Information regarding the status of an application may be obtained from the Patent Application Information Retrieval (PAIR) system. Status information for published applications may be obtained from either Private PAIR or Public PAIR. Status information for unpublished applications is available through Private PAIR only. For more information about the PAIR system, see <http://pair-direct.uspto.gov>. Should you have questions on access to the Private PAIR system, contact the Electronic Business Center (EBC) at 866-217-9197 (toll-free). If you would like assistance from a USPTO Customer Service Representative or access to the automated information system, call 800-786-9199 (IN USA OR CANADA) or 571-272-1000.

TM

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Ronald Laneau

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10/26/07